

W. 01303A-08-0227
SW. 01303A-08-0227



0000091635

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73685

Date: 12/5/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Vince & Marie**

Ryan

Account Name: Vince & Marie Ryan

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

12/5 DOCKET NO. W 01303A-08-0227
SW 01303A-08-0227

SUN CITY WEST

12/2/08

AZ Corp Commission
1200 W. Washington St
Phoenix, AZ 85007

Re: Rate (of water) Increase

Attn:

We are a couple married 60 years on a fixed income! We cannot afford a 79% increase on anything in our tight budget!!

This projection is ridiculous!

Submitted by:
Vince & Mary Ryan
[REDACTED]

Sun City West, AZ 85375

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission

DOCKETED

DEC - 9 2008

DOCKETED BY	<i>[Signature]</i>
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RECEIVED
2008 DEC - 9 A 11: 02
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

12/5

Called customer and advised his comments would be made a part of the case and reviewed by Commissioners before a decision was rendered.

End of Comments

Date Completed: 12/5/2008

Opinion No. 2008 - 73685

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73648

Date: 12/4/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Joan and John Last: Bail

Account Name: Joan and John Bail

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Sun City West

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

REFERRED FROM CHAIRMAN GLEASON'S OFFICE - OPINION OPPOSED (AAWC - SCW WATER DISTRICT):

RE: DOCKET NO. W-01303A-08-0227
SW-01303A-08-0227

From: [REDACTED]
Sent: Tuesday, December 02, 2008 9:16 PM
To: gleason-web@az.cc.gov
Cc: mayes-web@az.cc.gov
Subject: American Water Works

Chairman Gleason and Commissioner Mayes,

We are retired residents living in Sun City West and we are writing to let you know our very strong concern about the proposal of AZ American Water for a 79.8 % increase. Our water bills have steadily increased in the past several years and is one of our highest utilities. We are very concerned about this and would so appreciate your attention to this. Any effort to stop this would be met with great relief by many senior citizens. It is our understanding that American Water Works had an increase in equity from March, 2008 to Sept. 2008 from \$3,809,000 to \$4,167,000. It appears that they should be issuing refunds not increasing our rates. We know that American Water Works is the largest investor owned Water Company in the U.S. With the economic times being what they are, it is very difficult as retired people to think of increasing rates like this. Thank you very much for any effort and time you give so that this increase does not take place. It is truly an outrageous proposal.

Sincerely,

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Joan and John Bail

Sun City West, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/4/2008 - Email to Customer:

December 4, 2008

Dear Joan and John Bail,

Your email dated, December 2, 2008 sent to Chairman Gleason of the Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Arizona - American Water Company ("AAWC") requesting approval of an increase in rates has been received and assigned to me for further handling.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the AAWC rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank You,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 12/4/2008

Opinion No. 2008 - 73648

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73007

Date: 11/13/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Penny

Cushing

Account Name: Penny Cushing

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Bullhead City

CBR:

State: AZ Zip [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

MOHAVE WATER DISTRICT

Received the following correspondence:

W-01303A-08-0227

11/03/08

Arizona American Water
Docket W-01303A-08-0227

Just want you to know that I am so disgusted in such a high rate (40.46%) Bullhead City residents are barely making ends meet. This would put many people under. This is just not right. Please re-consider.

Penny Cushing

[REDACTED]
Bullhead City, AZ [REDACTED]

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

I replied to the customer with the following pre-approved rate case reply letter template:

December 3, 2008

Penny Cushing

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

[REDACTED]
Bullhead City, Arizona [REDACTED]

RE: ARIZONA-AMERICAN WATER
DOCKET NO. W-01303A-08-0227

Dear Penny Cushing:

This is to acknowledge your letter dated November 3, 2008, regarding the Arizona American Water Company rate case. Your comments will be placed on file with the Docket Control Center of the Arizona Corporation Commission, and made a part of the record in this application. The Commissioners will consider your comments before a decision is rendered in the Company's application.

Customer concerns addressed in letters, telephone calls and e-mails will assist staff in the investigation and review of the rate application. Staff's analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at 1-800-535-0148 or in writing at the Tucson address noted below.

Sincerely,

Richard Martinez
Public Utilities Consumer Analyst II
Utilities Division

CLOSED.

E-mailed Guadalupe Ortiz @ ACC's Phoenix Office to have this OPINION docketed towards Arizona-American Water Company proposed rate case W-01303A-08-0227. CLOSED.

End of Comments

Date Completed: 12/3/2008

Opinion No. 2008 - 73007

W.01303A.08.0227
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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73490

Date: 12/1/2008

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Bradford**

Jacobson

Account Name: Bradford Jacobson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR: [REDACTED]

State: AZ Zip: 85375

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****Sun City West Water District of Az American Water, Docket Nos. W-01303A-08-0227 and SW-01303A-08-0227*****

Received the following ACC Public Comment Form dated 11-23-08:

In reference to docket W.0303.08.0227

Went to a meeting Nov 20th in Sun City West regarding rate increase of 78.9% to voice my concerns. I was given this e-mail resource to attack this problem. With all that's going on in the economy this rate increase seems ridiculously high!!! The auto makers are required to go home and write a new "Business Plan". I think the Water Co. needs to submit a new business plan also. The most expense in a company is the salaries and benefits!!!! Where in THEIR business plan does this exist!!!! In the meeting in SCW the Water rep mention escalating costs and HEALTH Benefits for employees. WELL WELCOME TO THE REAL WORLD!! I'm ok with a small increase but they need to do something on their side to make the company survive.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer and provided my name and toll free tel #, I acknowledged his ACC Inquiry/Complaint Form dated 11-23-08. I expressed thanks for taking the time to express his OPINION in this matter. I advised his opinion would be noted as a permanent record in this rate case and would be considered before a decision is rendered in this matter.

I e-mailed this OPINION to Lupe Ortiz @ ACC Phx Office to have this docketed toward the Sun City West Water District of Az American Water, Docket Nos. W-01303A-08-0227 and SW-01303A-08-0227. File closed.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Comments

Date Completed: 12/1/2008

Opinion No. 2008 - 73490

W.01303A.08.0227
SW.01303A.08.0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73169

Date: 11/19/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Norma & Delmar Last: Wood

Account Name: Norma & Delmar Wood

Home: [REDACTED]

Street: [REDACTED] Dr.

Work:

City: Ft. Mohave

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****Mohave Wastewater
District*****

Received the following letter dated 11-3--08:

To: Arizona Corporation Commission Utilities Division
1200 W. Washington Street
Phoenix, Az 85007-2996

cc: Arizona Residential Utility Consumer Office
1110 West Washington, Suite 220
Phoenix, Az 85007

November 03, 2008

Re: Rate Request No: SW-01303A-08-0227

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company and request that you refuse the above proposed rate increase.

When there were only a few housed in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per with no success.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$26 to \$39 per month, and then over a year ago and without prior notice they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charged our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the raising costs of utilities, gas, food and other items for Arizona American Water Company to try and increase rates without merit is nothing short of a fraudulent act.

We hereby request that Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39 per month, which would still be higher than all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

Your consideration in the above matter is appreciated,

Norma & Delmar Wood, 5584 Desert Lakes Dr., Fort Mohave, AZ 86426

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer and left voice mail message @ 1:54pm. I provided my name and toll free tel # and acknowledged their letter dated 11-3-08 and expressed thanks for taking the time to express their OPINION in this matter. I advised their opinion would be noted as a permanent record in this rate case and would be considered before a decision is rendered in this matter.

I e-mailed this OPINION to Lupe Ortiz @ ACC Phx Office to have this docketed toward the Mohave Water and

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Wastewater District of Az American Water, Docket Nos. W-01303A-08-0227 and SW-01303A-08-0227. File closed.

End of Comments

Date Completed: 11/19/2008

Opinion No. 2008 - 73169
